

Poppyview Family Centre Day Care of Children

Ajax Way
Methil
Leven
KY8 3RS

Telephone: 01333 421 616

Type of inspection:
Unannounced

Completed on:
21 February 2023

Service provided by:
Poppyview Family Centre (SCIO)

Service provider number:
SP2013012232

Service no:
CS2013322976

About the service we inspected

Poppyview Family Centre is located in an industrial area in Lower Methil, Fife.

The service is set within a purpose-built building with five playrooms, all with access to the large, enclosed garden. There is a dining room and a room used as a breakfast club for school aged children. Families enter the service through the reception area where there is an office and meeting room.

Poppyview Family Centre was registered to provide a day care of children service to a maximum of 126 children at any one time. Of those 126, no more than 24 are aged under two, and no more than 33 are of primary school age up to age 14.

How we inspected the service

This was an unannounced follow up inspection to determine the progress the service had made to meet the requirements made at the last inspection. The inspection took place on Tuesday 21 February 2023 between 09:00 and 14:30. Feedback was provided at the end of the inspection visit. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service, and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with several children in the service
- spoke with two family members
- gathered the views of families via email
- spoke with the manager and staff
- observed practice including staff interactions with children
- reviewed documents.

Taking the views of people using the service into account

We observed children and interacted with them during our visit. They were contented and happy as they engaged in their play and learning experiences. Children told us about their drawings and showed us their favourite books. A group of children told us they were painting their house, (they were painting the outdoor climbing frame).

When children were asked by family members about their nursery experience, they said they enjoyed being outside and enjoyed messy play including painting. Children said they were happy and had cuddles with staff when they missed their family.

Taking carers' views into account

We spoke with two family members during our visit. They were generally happy with the level of care their children received from staff. They told us that the new manager had been making positive changes in the service, including an increase in the information being shared and being asked for feedback and ideas to improve the service. Families had welcomed a recent parent evening providing an opportunity to have conversations about children's experiences and to review their care and support. This ensured information was up-to-date.

We sent an email via the service and received feedback from five families. They told us that the staff team were approachable and that they were able to raise anything with them directly. They felt the new manager was having a positive impact on the service, including building relationships with families and including them in decision making. Some families felt that the range of experiences were improving and that children were given a variety of healthy snacks and food. Some families felt that they were beginning to build relationships with staff. Comments included, "staff are lovely and do work very hard." Some families told us they were not familiar with their child's personal plan. They said they would like more information about children's experiences in the service through, for instance, more photographs in the learning journals and regular updates on the social media platform used by the service.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

By 30 November 2022, the provider must ensure that all children have a personal plan which sets out how their individual needs will be met, as well as their wishes and choices.

To do this, the provider must, at a minimum:

- a) ensure that all staff understand the purpose of personal plans and are familiar with Care Inspectorate guidance 'Guide for Providers on Personal Planning, Early Learning and Childcare';
- b) ensure that personal plans are written and regularly reviewed with children and parents to ensure that information is up-to-date to reflect children's current needs, wishes and choices;
- c) ensure consistent effective recording of important information in all personal plans; and
- d) ensure that all personal plans are meaningful, working documents that support children's care, learning, and development, include strategies of support, and records progress made.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 5(2)(b)(c) Personal Plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This requirement was made on 22 September 2022.

Action taken on previous requirement

An audit had been undertaken to ensure all children had a personal plan in place that set out their individual needs. This meant the service was able to plan for children's individual needs. Staff had met with most families to ensure the information was up to date within the personal plans. Children with additional support needs had SHANARRI wellbeing care plans, showing how their care and support kept them safe and well. This promoted consistency and continuity of care and support. Staff should now extend the information in all children's care plans to show how their individual needs are met. Staff were beginning to reflect on the purpose of the personal plans, and paper learning journals had been introduced to record children's progress and learning.

Further development of children's personal plans and learning journals will ensure they are meaningful, working documents developed in consultation with children and families. This will support staff to plan to meet children's care, learning and development needs.

This requirement was not fully met and will be followed up at the next inspection.

Not met

Requirement 2

By 30 November 2022, the provider must ensure that all staff have a demonstrable understanding of their roles and responsibilities in protecting children.

To do this the provider must at a minimum:

- a) ensure that all staff complete child protection training as a priority when they start their employment with the service, and this must be refreshed regularly;
- b) ensure staff are able to demonstrate a clear understanding of their knowledge of child protection procedures and be able to recognise and appropriately respond to protection concerns;
- c) ensure that the child protection policy is reviewed and updated to ensure it is current and reflects best practice guidance;
- d) ensure the child protection protocol is specific to the service and includes clear procedures for staff to follow; and
- e) ensure that the manager and staff have a clear system in place for recording chronologies.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (4)(1)(a) Welfare of Users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This requirement was made on 22 September 2022.

Action taken on previous requirement

The manager had removed sensitive information recorded about children from their files. These records, including child protection chronologies, had been filed individually and stored safely. This meant confidential information was only accessed by relevant people. All staff had completed child protection training, had been sign posted to child protection guidance, and had time working through child protection scenarios to develop their understanding and knowledge of child protection. Staff said training and professional dialogue had supported them to begin to recognise what a wellbeing or protection concern looked like, and that local procedures would support them to appropriately respond to protection concerns. The manager had managed protection concerns well and was linking with families and professionals to ensure children were safe and protected.

Progress had been identified and this requirement was met.

Met - outwith timescales

Requirement 3

By 31 October 2022, in order to ensure children's safety and wellbeing, the provider must improve the management of medication in the service. At a minimum, they must develop a robust system for auditing and reviewing medication records, and ensure policy and procedure follows best practice guidance.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (4)(1)(a) Welfare of Users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

This requirement was made on 22 September 2022.

Action taken on previous requirement

The health and safety of children was protected by the manager who had introduced robust systems for auditing and reviewing medication records. Dialogue with families meant information about medication and children's health needs was updated. The storage and recording of medication had been reviewed and developed so that they reflected the individual needs of children.

Progress had been identified and this requirement was met.

Met - outwith timescales

Requirement 4

By 30 November 2022, to ensure children's health, wellbeing and safety, and to provide a consistently positive social experience at mealtimes, the provider must review and develop procedures to ensure children are appropriately supported and supervised.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (4)(1)(a) Welfare of Users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me.' (HSCS 1.19)

This requirement was made on 22 September 2022.

Action taken on previous requirement

The mealtime experience for children in all age groups had improved. Staff sat with children chatting with them so that they benefited from a social experience. Children had begun to develop independence when pouring drinks, self-serving food, and clearing away their plates. Staff aimed to develop children's confidence and sense of achievement as their independence grows. A space had been developed for children that needed additional support during mealtimes. This meant they were supported to have a calm unhurried experience. Next steps that had been identified included improving transitions for children moving from the play environment to the dining room, and ensuring children that needed additional support during mealtimes had an inclusive experience.

Progress had been identified and this requirement was met.

Met - outwith timescales

Requirement 5

By 30 November, to ensure children benefit from an environment that supports them to access a range of good quality equipment and furnishings, the provider must at a minimum:

- a) undertake a review and audit of resources to ensure they are age and stage appropriate and safe for children; and
- b) undertake a review and audit of the environment to ensure it is homely and meets the needs, wishes and choices of children.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (4)(1)(a) Welfare of Users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21).

This requirement was made on 22 September 2022.

Action taken on previous requirement

Work had begun to improve the environment to ensure children had access to a range of good quality equipment and furnishings. A review and audit of the equipment and furnishings had resulted in quiet areas being improved through additional soft furnishings being added. Children could now relax on their own or in a small group.

The manager had provided a range of loose parts, but had identified that work was needed to support staff to develop their knowledge and understanding of their role in supporting children to develop their curiosity, creativity, and imagination through the use of loose parts and open ended play experiences.

Further work is needed to support staff in developing their knowledge and understanding of how they can create fun play and learning opportunities. This will ensure that the play and learning environment is rich and engaging for children.

Some progress had been made to develop the environment but the requirement was not fully met and will be assessed again at the next inspection.

Not met

Requirement 6

By 31 October 2022, to ensure the welfare and safety of children, the provider must at a minimum:

- a) follow safe recruitment practices to ensure they employ suitable employees; and
- b) ensure that the induction process is thorough and is personalised to meet the different roles in the service.

This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 9 (1) and Regulation 4 (1)(a) Welfare of service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14), and 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This requirement was made on 22 September 2022.

Action taken on previous requirement

We examined recruitment files for staff that had recently joined the staff team. The recruitment files had been audited using a checklist that was completed for each employee. We spoke with staff who told us about their recruitment experience. Children's welfare and safety was protected through recruitment practices that ensured employees were suitable.

The induction process supported new staff to understand their roles and responsibilities. Staff that had been recruited over the previous six months were in the process of working through the National Induction Resource. The resource was being used with all staff to support reflection and to develop practice across the service. The Manager was working with HR to develop policy and procedures that would support staff. This included work to support a reduction in staff absence.

Progress had been identified and this requirement was met.

Met - outwith timescales

Requirement 7

With immediate effect, the provider must ensure they formally notify the Care Inspectorate of all notifiable events as highlighted through the guidance on notification reporting for all registered care services, except childminding.

This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 4 (1)(a) Welfare of service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This requirement was made on 22 September 2022.

Action taken on previous requirement

The manager had submitted the necessary notifications responding to historical and current notifiable events. They were familiarising themselves with Care Inspectorate systems and processes, and the notification guidance. They had voiced their interest in attending an information session that had been previously offered to the provider, and had identified suitable dates for the session to be delivered at a board meeting. We were satisfied that children's safety and wellbeing would be protected as a result of the manager's understanding regarding notifiable events. They had responded to incidents appropriately through staff training and professional dialogue. They will continue to work with staff to ensure they have an understanding of their role and responsibility in keeping children safe and protected.

Progress had been identified and this requirement was met.

Met - outwith timescales

Requirement 8

By 30 November, the provider must ensure that the quality assurance systems and processes to monitor improvement in all areas are impacting positively on outcomes for children and families.

To do this, they must, at a minimum ensure:

- a) an effective system for monitoring staff practice has been developed and implemented. This will support the improvement and development of staff practice and children's experiences;

- b) staff are involved in the self-evaluation process and implement changes into their daily practice; and
- c) all staff understand their responsibility in improvement through self-evaluation.

This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 22 September 2022.

Action taken on previous requirement

Quality assurance systems and processes, albeit at an early stage, had been introduced to audit and monitor improvement across the service. They were beginning to have some positive impact on outcomes for children and families. The development plan was displayed in the office and showed the improvement priorities. They included the work being undertaken to meet the requirements from the last inspection, and showed that the views of staff, children and families were supporting improvement. We identified that improvement had been made including some of the requirements having been met.

One-to-one meetings with staff had enabled the manager to explore their strengths and identify their training needs. The manager spent time in playrooms monitoring and role modelling practice. Individual and small group meetings provided opportunities for staff to reflect on practice. Staff were supported to recognise their role and responsibilities in improving aspects of the service through these discussions. Staff said they were feeling supported by the manager and had been involved in reflecting on and improving experiences for children. Examples of improvement included an improved mealtime experience for children; meetings with families meant personal plans had been reviewed and developed; training was supporting improvement in the quality of observations showing children's progress and learning; staff were developing an understanding of how to keep children safe by recording and storing sensitive information about children safely, and they were beginning to recognise the benefits of outdoor play and learning experiences for children.

The service must continue developing robust and transparent quality assurance processes embedding a culture of continuous improvement.

Some progress had been made to develop quality assurance systems and processes but the requirement was not fully met and will be assessed again at the next inspection.

Not met

Requirement 9

By 30 November 2022, to ensure the safety and high-quality outcomes for children, the provider and manager must ensure deployment and staffing levels take account of the skills mix, routines, and daily activities.

To do this, they must at a minimum ensure:

- a) arrangements for absence, whether planned or unplanned, are managed to support minimum disruption to children's routines;
- b) staff are provided with effective and supportive learning opportunities that help them to develop as skilled, confident practitioners, delivering high levels of engagement and interaction to promote the wellbeing and safety of children;
- c) adequate staffing and effective deployment of staff must be managed well to ensure children have positive experiences at busier times during their nursery day;
- d) effective systems are implemented to monitor and support staff practice and ensure that staff have opportunities to reflect on their practice and discuss improvements;
- e) staff are given the opportunity to share their learning and to implement key aspects into their daily practice; and
- f) staff review and develop the pace and flow of the day to support children to feel secure and loved ensuring they are able to prioritise children's emotional needs.

This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 4 (1)(a) Welfare of service users and Regulation 15 (a)(b) Staffing.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19), and 'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This requirement was made on 22 September 2022.

Action taken on previous requirement

Children benefited from a caring and nurturing staff team who worked well together to ensure children were supported throughout their day. The manager recognised that continuity of care was important for children and was working towards ensuring that sufficient staff were in place to support the needs of children. This included recruitment to increase the number of staff employed in the service, and consultation with Human Resources to develop policy and procedures to maximise staff attendance. Staff wellbeing was a priority and opportunities enabled them to meet with the manager one-to-one or as a team. This was supporting the improvement of relationships across the staff team and developing an ethos of valuing children, families, and one another.

Consideration had been given to the differing skills, knowledge and experience of the staff team. Training needs were being identified with relevant training being sourced and planned. Professional dialogue through regular meetings and the manager spending time in the playrooms, was supporting reflective practice. For instance, staff were being supported to understand their roles and responsibilities at key times throughout the day, such as mealtimes. This allowed important tasks to be carried out whilst ensuring staff had opportunities to role model language and social skills.

The manager should continue to mentor and support the staff team empowering them to build skills in deploying themselves and responding to the needs of children.

Some progress had been made, but the requirement was not fully met and will be assessed again at the next inspection.

Not met

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

To ensure children are supported to be fully involved in their play and learning, staff should, at a minimum, work as a team to ensure high quality engagement and interaction with children, and ensure they are not distracted and focused on tasks. The manager now needs to monitor this, and provide training where appropriate, to ensure consistency of approaches across the staff team.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'People have time to support and care for me and to speak with me' (HSCS 3.16), and 'I am confident that people respond promptly, including when I ask for help' (HSCS 3.17).

This recommendation was made on 22 September 2022.

Action taken on previous recommendation

Staff were being supported to understand their roles and responsibilities at key times throughout the day to ensure they were not distracted and focused on tasks. This allowed important tasks to be carried out, whilst ensuring staff had opportunities to engage and interact with children. The manager had spent time in the playrooms supporting staff to reflect on the quality of practice and to role model high quality practice. The manager had provided a range of loose parts. They had identified that work was needed to support staff to develop their knowledge and understanding of how to support children to use loose parts, and to provide open ended play experiences. This will help them develop their curiosity, creativity, and imagination.

Further work is needed to support staff in developing their knowledge and understanding of how they can ensure children are supported to be fully involved in their play and learning.

This recommendation was not fully met and will be assessed again at the next inspection.

Recommendation 2

To enable all children to be cared for in an environment that meets their needs and supports them to reach their full potential, the service should, at a minimum, ensure that all children can make choices about where to play and that outdoor play based learning is part of their everyday nursery experience.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I play outdoors every day and regularly explore a natural environment' (HSCS 1.32), and 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

This recommendation was made on 22 September 2022.

Action taken on previous recommendation

Staff in each playroom had been involved in reviewing the environment to offer a better play experience for children. Changes to the baby room environment meant they were able to move between the two playrooms. The babies were able to choose from a variety of play and learning experiences in a comfortable and homely environment. Some children were able to access the outdoor environment on a daily basis. Staff were recognising the benefits of outdoor play based learning on children's health and wellbeing. During our visit, the manager had identified a need for resources to be added to areas in the play rooms to support children's play and learning. They continued to support staff to reflect on changes that would support children to have free flow access to the outdoor area across the day.

The service should continue to work towards developing the service so that children are cared for in an environment that meets their needs and supports them to achieve their potential.

This recommendation was not fully met and will be assessed again at the next inspection.

Recommendation 3

Staff should consider the arrangements in place for delivering personal care to ensure children have a positive experience and their right to privacy and dignity is respected.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected' (HSCS 1.4).

This recommendation was made on 22 September 2022.

Action taken on previous recommendation

Where children required personal care, most interactions were warm, caring, and nurtured children's security, confidence, and positive relationships. However, staff need to reflect on children's rights and ensure that when delivering personal care, they respect the child's right to privacy and dignity.

This recommendation was not fully met and will be assessed again at the next inspection.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
29 Mar 2022	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
18 Jul 2019	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
15 Nov 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
31 Aug 2017	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
17 Apr 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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